



BAASS Spells Success For Engravers Depot

A Sage Accpac Distribution Success

Customer Information:

Engravers Depot Inc.

Headquarters:

Mississauga, Ontario

Industry:

Distribution

Web Site:

www.engraversdepot.ca

Sage Software:

Sage Accpac ERP

“Every day I think how much time, money, and effort we’ve saved by sticking with Sage Accpac—it continues to be a great investment.”

Engravers Depot Inc. is a wholesale distributor of engraving equipment and supplies. The nine-year old company serves a vast array of industries, from jewelers, machinery manufacturers, hospitals, to the military. Its products are shipped all across Canada. Three years ago, Engravers Depot implemented Sage Accpac ERP as its end-to-end business management solution—and has been reaping the rewards ever since.

Expanding On A Proven Solution

“We were already using Sage Accpac for general ledger and accounts payable functions, and had been ‘borrowing’ our major supplier’s distribution and order entry software since starting the business,” recalls Pat Bagley, president of Engravers Depot. “But when our supplier switched to J.D. Edwards, we decided to go our own way.”

Bagley met with BAASS, a local Sage Software Business Partner, and experts with Sage Accpac. “BAASS listened to our unique requirements for the software and showed us how they could customize Sage Accpac to meet them.” Bagley was impressed with the consultant’s deep product knowledge, and had BAASS implement the entire distribution suite of modules.

Customer Service Gets A Boost

Engravers Depot buys sheet stock of plastics or other materials and cuts those sheets to order for its customers. The result is a complex matrix of sizes and prices. With an enhancement to Sage Accpac that BAASS developed, staff can enter the dimensions of customer orders and the sys-



tem accurately calculates the price.

Providing professional, personalized attention to its large and loyal customer base has always been a priority for Engravers Depot. Bagley appreciates the Customer Purchase History function in Sage Accpac, which allows staff to quickly research customer purchase history — what was purchased, when, in what quantity, and at what price. “When a customer is ordering supplies, they often need more of what they ordered last time and its fast to add those items from history to the new order,” says Bagley. Sage Accpac ably supports the various price levels Engravers Depot offers its customers, ensuring each customer is charged the right price every time.

Strong Inventory Control

Physical counts of the company’s 4,000 square foot warehouse used to take days. With Sage Accpac, Engravers Depot is able to perform smaller,

About BAASS Business Solutions

BAASS is a full-service technology consulting firm with more than twenty years of experience. BAASS specializes in providing quality solutions, services and support to corporate and community-based organizations across Ontario and Quebec. BAASS is a proven Premier Solution Provider for Sage Accpac as well as an IBM Business Partner and Microsoft Solution Partner. The focus is on increasing customer efficiency and productivity by implementing the 'right' technology supported by customization and training, designed to enhance business profitability and growth capacity.

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"I couldn't ask for a better support team."

ongoing cycle counts of just a portion of the warehouse. "It's so much easier and less disruptive," says Bagley. "Because its so easy to do, we're able to perform more frequent, smaller counts which helps ensure a more accurate overall inventory."

Carving Out The Numbers

Bagley uses a Sage Accpac Option called Sales Analysis which enables her to look at sales data in ways never before possible. Sales Analysis includes dozens of standard reports, each of which can be customized using Crystal® Reports. With help from BAASS, Bagley has created a series of commission and sales history reports that detail sales by customer, invoice, and item and can be viewed as yearly, quarterly, or period reports. "It gives me a great perspective on the sales activity of the business," states Bagley. "I'm able to compare the current year to prior year, or isolate certain periods for comparison to identify seasonal trends. While I'm viewing the reports, I can even drill down on a summary number to get the details behind it. It's very powerful."

Distribution Solutions

Because many of Engravers Depot customers pay with a credit card, integrated credit card process-

ing is a priority. BAASS implemented a credit card solution within Sage Accpac that provides real-time validation and allows Engravers Depot to tie those transactions easily to its accounts receivable and bank reconciliation modules. "It saves us so much time," says Bagley.

BAASS was able to import more than 7,000 part numbers from the old system into Sage Accpac, saving hours of data entry.

Smart Investment

"When our supplier visits, I can't help but show them how easy Sage Accpac is to use, and how much we get out of the software—and for a much more modest investment," says Bagley. "They continue to be impressed at what it can do and how easy it is to do it."

Bagley has nothing but praise for her consultants at BAASS, "I couldn't ask for a better support team. Every day I think how much time, money, and effort we've saved by sticking with Sage Accpac — it continues to be a great investment."



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